Request for Information 2023

*HEALTH INFORMATION TECHNOLOGY TECHNICAL ASSISTANCE
RFI 2023*

Contact email address: **rfp@mihin.org**

Estimated Key Timeline Dates:

Key Milestone	Date
Public Release of RFI	June 1, 2023
Deadline for submitting questions	June 15, 2023
Deadline for submitting information	June 22, 2023

Table of Contents

This RFI is arranged into the following sections:

- Section 1: General Information provides a high-level overview of MiHIN and a series of topics to help guide a Participant in building an RFI response.
- Section 2: Response Format provides a description of the physical response format and process.
- Section 3: Submission Sections describe in detail how the Participant's statement of capabilities and experience should be organized and what information is required to be included within the response as well as limits to the size of the response.

1. General Information

The Michigan Health Information Network Shared Services (MiHIN) is a public and private non-profit collaboration dedicated to improving the healthcare experience, improving quality, and decreasing cost for Michigan residents by supporting the statewide exchange of health information and making valuable data available at the point of care.

1.1 Purpose of Request for Information ("RFI")

This is a request for information only. This RFI is issued solely for information and planning purposes and does not constitute a Request for Submission (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Company to contract for any supply or service. Not participating in this RFI does not preclude participation in any future RFP, if any is issued.

The intended purpose of the Request for Information is to allow interested integrators and developers an opportunity to present information of availability for Longitudinal Health Record solutions that meet the specification section outlined below. The information provided by Respondents will be used by MiHIN to:

1. Identify potential Platform integrators and developers.
2. Verify that the Platform as envisioned will meet our functional and technical requirements.
3. Verify that the Platform is cost-effective and will meet our budget requirements.

MiHIN encourages respondents to provide a full picture of products and services available, along with a rough order of magnitude cost and associated assumptions regarding costing.

MiHIN is issuing this RFI to satisfy the following goals (submissions may address one or multiple areas):

- FHIR enabled clinical viewer of a patient's Longitudinal Health Record with the capability of rendering results in less than one (1) second and additional workflow tools that provide value to healthcare providers, such as: enabling greater care coordination, improving health outcomes, and identifying and closing gaps in care.
- Capability to suppress or filter the view of clinical information based on an individual and populations.

- Real time API and integration with customer hosted data storage. Leverage native Health Information Exchange (HIE) services for access management, such as: electronic consent management, patient attribution service, health provider directory, master person index (MPI) including local patient identifiers.
- Delegated account administration - organization and site admin, types of accounts, access restrictions.
- Query, retrieve, and display dynamic documents in standard formats such as a C-CDA and/or FHIR.
- Export raw documents or a dynamic document in a human readable PDF, or standard data format such as C-CDA or FHIR.
- Standard SSO methods for user to system and system to system authentication and authorization flows.
- Ability to launch the viewer in an iFrame using SMART on FHIR.
- The viewer should be HITRUST compliant.
- Detailed user activity logs for the purposes of auditing and product road mapping.
- Dedicated test or pre-production environment for MiHIN use in demonstrating the viewer to its customers.
- Integration with national exchanges such as eHealth Exchange following IHE protocols.

1.2 Calendar of Events

Key Milestone	Date
Public Announcement and Release of RFI	June 1, 2023
Deadline for submitting questions	June 15, 2023
Deadline for submitting response	June 22, 2023

1.3 Who may respond to this RFI

This RFI is open to all legal U.S. businesses and international businesses approved to work in the United States that possess the necessary qualifications criteria and comply with the submission instructions.

1.4 Scope

This RFI contains instructions governing the requested responses, including the requirements for the information and material to be included; a description of the services to be provided; and other requirements specific to this RFI.

1.5 Incurring Costs

The Company is not liable for any costs the Participant incurs in preparation and submission of its information, in participating in the RFI process or in anticipation of award of the contract.

1.6 Questions/Communications about this RFI

Participants should email all questions and communicate to the Company in accordance with the instructions below.

- If a Participant has any general questions regarding this RFI, please email **rfp@mihin.org** no later than the date indicated on the calendar of events.

1.7 Response Date for Submitting Your Information

The Company asks that responses to this RFI be received no later than June 22, 2023.

Submissions should be submitted electronically via e-mail **rfp@mihin.org**.

The RFI name, "Health Information Technology Technical Assistance" and Participant business name must be indicated in the Subject line.

Complete formatting instructions are in Section 5: Submission Sections. The Company requests that all information be included in one combined pdf document.

1.8 Economy of Preparation

Participants should prepare Submissions simply and economically, providing a straightforward, clear, and concise description of the Participant's services and capabilities.

1.9 Potential Post RFI Submittal Activities

If deemed necessary, Participants may be asked to provide a written clarification of their submission to the Company to aid understanding of the Participant's capabilities.

1.10 Information Contents

1.10.1 Confidential Information

The Company is not requesting, does not require, and does not wish to receive confidential or proprietary information or trade secrets included in Participant's submissions in response to this RFI. Accordingly, except as provided herein, Participants should not label submissions as confidential or proprietary or trade secret protected. Any Participant who determines that it must divulge such information as part of its Submission must additionally provide a redacted version of its Submission, which removes only the confidential proprietary information and trade secrets.

1.10.2 Use

All material submitted with the submission shall be considered the property of the Company and may be returned only at the Company's option. The Company has the right to use any or all ideas not protected by intellectual property rights that are presented in any submission regardless of whether the submission becomes part of a contract.

Notwithstanding any Participant copyright designations contained on Submissions, the Company shall have the right to make copies and distribute Submissions internally for its own internal use and to comply with any rule or order of any court of competent jurisdiction.

1.11 News Releases

Participants shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this RFI without prior written approval of the Company, and then only fully in coordination with the Company and with the Company's final edit/approval authority.

2. Submission Response Format

2.1 Requested Information

Participants must submit their Submissions in the format outlined below.

Submission received on schedule via email by 4:00 pm EST on the date of the submission deadline.

1.   One-page Submission Cover Sheet
2.   One-page Cover Letter
3.   Responses to Questions
4.   Other Information

3. Proposal Sections

3.1 Submission Cover Letter (Required)

The Submission Cover Letter one-page PDF file should include the following information:

- RFI title in the subject line
- Date of Submission
- Legal Business Name, Address, Phone, Email, website
- Contact Name for this Submission, Phone, Email

3.2 Responses to Questions (Required)

1.   Provide an overview of your experience as it relates to Longitudinal Health Records for individuals and for defined populations – provide screenshots if possible.
2.   Describe your recommended solution for the deliverables listed in Section 1.1.
3.   Describe other tools/functionality recommended to further enhance the deliverables listed in Section 1.1.
4.   Describe your company's approach to customizing solutions for customers.

5. Describe the authentication options for accessing the proposed solution (username and password, SSO, etc.).
6. Describe the hosting location options for the proposed solution.
7. If a multi-tenant environment, describe the extent of the MiHIN system/data segregation.
8. Describe the process for identifying and resolving any issues (i.e. production outages) encountered during the course of the engagement.
9. Describe the process your company uses for supporting customer HITRUST certification.
10. Describe the audit reports available to customer (format, content, etc.).
11. Describe options for delegating access of audit reports to participant organizations.
12. Describe customer and offeror security and privacy monitoring roles and responsibilities.
13. Describe functionality and data visibility associated with default user roles and to what extent they can be customized.
14. Describe the process for incorporating customer feedback into future releases of the solution.
15. Describe your approach for pushing new releases out to customers and customer testing in lower environments prior to the release date.
16. Provide a recommended timeline for implementing the recommended solution for the deliverables listed in Section 1.1.

3.3 Other Information

1. No formal pricing is requested as part of this RFI; however, we are requesting information that will allow us to determine the pricing approach your company utilizes. If your pricing model is based on active users, please define "active user".
2. Participants are free to submit additional information at their discretion.

THIS PAGE REPRESENTS THE END OF THIS REQUEST FOR SUBMISSION